



# **Build Your Learning Culture**

Presented for the  
NCWorks Training Center  
Raleigh, NC  
Rodney Embler, Sherika Rich,  
Sheryl Stevens

*Welcome*



# NCWorks Training Champions

- 28 local staff
- Encourage professional development
- Competency-based certification





# Our Mission

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To create and sustain a  
**high impact learning culture**  
throughout the North Carolina workforce system.

# Products & Services

**FREE**

## Online Training

Recorded Online Training (ROT)

Interactive Online Training (IOT)

**\*\*Available 24/7**



## Career Credentials

Facilitating Career Development (FCD)

STAR: Successful Teams Achieve Results

NCWorks Training Champions



## Conference Services

NCWorks Partnership Conference



## Live Training

Face-to-Face Training

Live Online Training



## Custom Services

On-site Training

Registration Services

Event Coordination/Management

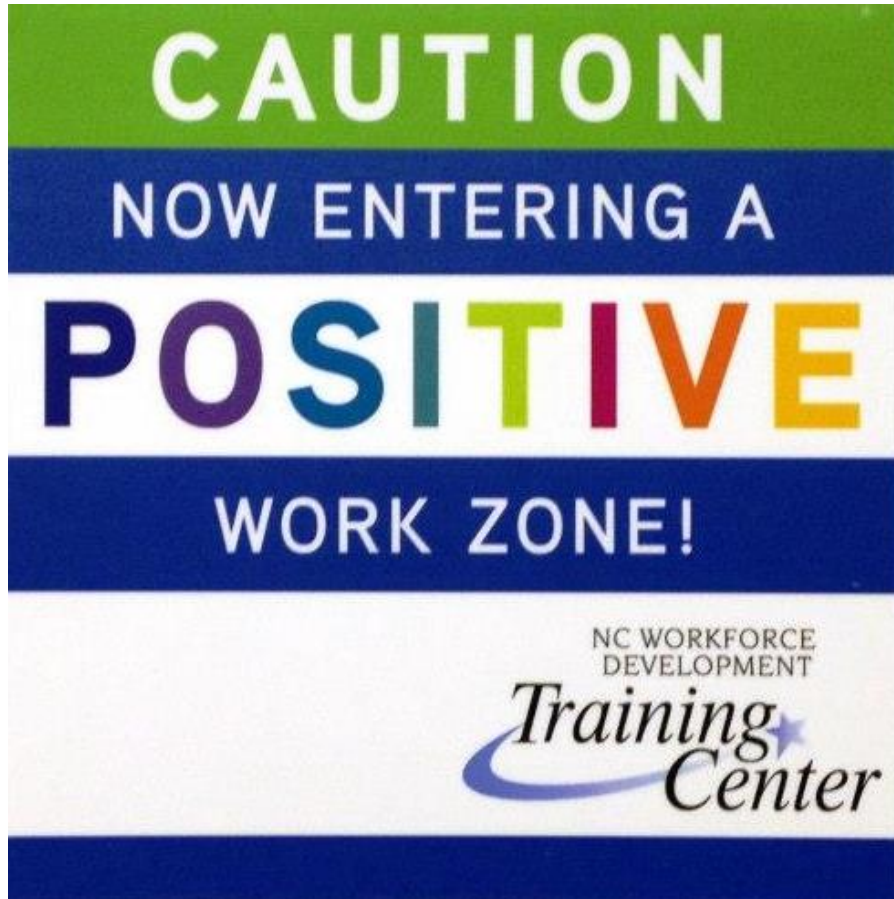
Facility usage



# Primary Customer Base

## Plus NCWorks Partners:

- DHHS
- DPI
- Community Colleges
- Universities
- Economic Development
- Community Organizations
- Faith Based Organizations
- And Others...



# Customer Experience

- What customers hear, see, feel, and do.
- 1<sup>st</sup> thing considered in everything we do!





**Friendly  
Welcoming  
Well Equipped  
Free Wifi  
Ample Parking  
Conveniently Located**









# Train Registration and Information Network (TRAIN)

[www.ncworkforcetraining.com](http://www.ncworkforcetraining.com)

The screenshot shows the NCWorks Training Center website. The header features the logo and a navigation bar with icons for various services and a user status indicator showing 'You are NOT logged in'. A sidebar on the left contains links for Login, Courses/Events, Online Trainings, Welcome To Workforce, Registration Guidelines, and Lodging. The main content area includes a welcome message, a notice about unavailable training materials, a login section for returning users with fields for UserID and Password, and a link for new users. Below the login section is a 'Messages and News' box with links to clear browser history and a welcome message. At the bottom, there are links to the Department of Commerce, privacy statements, and NCWORKS offices, along with social media icons for Facebook, Twitter, YouTube, and LinkedIn.

**NCWorks Training Center**

You are NOT logged in

[Home](#) [Logout](#) [Help](#)

**Login**

**Courses/Events**

**Online Trainings**

**Welcome To Workforce**

**Registration Guidelines**

**Lodging**

Welcome to TRAIN, the Training Registration And Information Network site. The NCWorks Training Center provides a wide variety of continually changing learning options for your professional development and skill growth.

Links to online training handouts and resources are currently unavailable. Contact the Training Center via email at [ncwtc@nccommerce.com](mailto:ncwtc@nccommerce.com) to request specific handouts or resources. Please list the course title and handout/resource title needed and we will email the document to you soon.

**Returning User**

UserID:

Password:  [Login](#) [Forgot Password?](#)

If you don't remember your UserID please contact the Training Center by email at [ncwtc@nccommerce.com](mailto:ncwtc@nccommerce.com) or call 919-814-0399 for assistance.

[New Users Click Here](#)

[View All Messages](#)

**Messages and News**

**How to clear Browser History**

**Welcome to Workforce: Intro to the TC**

The Training Registration and Information Network (TRAIN) houses a training library, course registration, and completion records. Each staff member sets up their profile on this site and has access 24/7. For your convenience, the new hire training curriculum is bundled under the tab labelled *Welcome to Workforce*.

View these easy to use instructions to complete your TRAIN profile and more on W2W [HERE](#).

Find Us On:

Department of Commerce [Privacy Statement](#) [Find NCWORKS offices](#)

Department of Commerce [Privacy Statement](#) [Find NCWORKS offices](#)

[f](#) [t](#) [You Tube](#) [in](#)

**Makes  
accessing  
training and  
documentation  
easy!**



## TRAIN Features

- Self-service registration
- 70+ online trainings and resources
- Easily download and print:
  - ✓ Student records, payment receipts, certificates, transcripts, and more!
- Lodging
- 24/7 access



# Online Training... Essential to Success!

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## **Online training allowed us to:**






- Train more staff in less time with less money!
- Results are higher quality services and more confident and engaged employees.



NCWorks Training Center

www.ncworkforcetraining.com

NCWork Training Center



You are NOT logged in!

[Home](#) [Logout](#) [Help](#)

Login

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New Users Click Here

View All Messages

Messages and News





How to clear Browser History

Welcome to Workforce: Intro to the TC

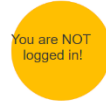
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Department of Commerce [Privacy Statement](#) [Find NCWORKS offices](#)

Find Us On:    





Login

Courses/Events

Online Trainings

Welcome To Workforce

Registration Guidelines

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## NCWorks Training Center Course Registration - New User Profile

This registration site is for staff development training for workforce and career development professionals. Please fill in all of the information below and click on the "Submit" button.

First Name:

Last Name:

Job Title:

Work Phone:

Extension:

Fax:

E-Mail:

Agency Name:

Business Department:

Agency Address1:

Agency Address2:

Agency City:

Agency ST:

Agency Zip Code:

Agency Phone:

Agency FAX:

[Click Here if Send-To is Same as Agency Address](#)

Send To Attention Of:

Send Address1:

Send Address1:

Send Address2:

Send City:

Send State:

Send Zip Code:

[Click Here if Bill-To is Same as Send-To](#)

Bill To Attention Of:

Bill To Address1:

Bill To Address2:

Bill To City:

Bill To State:

Bill To Zip Code:

Enter number from security image on right:

1630

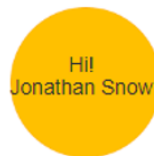
New Student Registration Form



# Welcome to Workforce

## Orientation and Sequential Training Series

- On-boarding and Foundation
- Overview of the Workforce System
- Basic Training
- Intermediate Training
- Facilitating Career Development



Courses/Events

Online Trainings

Welcome To Workforce

My Training Record

My Profile

Registration Guidelines

Lodging

## Welcome to Workforce

Overview - Welcome to Workforce is a 5-part orientation and sequential training plan for new staff of the North Carolina core workforce system and is designed to be completed within two years of hire. Existing staff are encouraged to participate in the training to reinforce their system knowledge and workplace skills. The goal is to provide a consistent foundation from which to build system capacity and quality of services. Additional information is located [HERE](#)

### Part 1: On-boarding and Foundation



*Completed within the first 30 days of hire  
All staff (all levels and all positions)*

Required courses are listed below. Once logged in, click [View Now](#) to begin each training.

### Part 2: Overview of the Workforce System



*Completed within the first 60 days of hire  
All staff (all levels and all positions)*

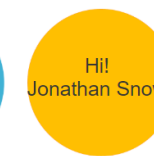
Required courses are listed below. Once logged in, click [View Now](#) to begin each training.

### Part 3: Basic Training



*Completed within the first 120 days of hire  
All Career Advisors; also encouraged for other service delivery staff and support/administrative staff at the discretion of the supervisor*

For NCWorks Online system training, contact your DWS Regional Analyst or WDB Super User.  
All other required courses are listed below. Once logged in, click [View Now](#) to begin each training.



## Courses/Events

## Online Trainings

Online Trainings  
Handouts and  
Resources

## Welcome To Workforce

## My Training Record

## My Profile

## Registration Guidelines

## Lodging

## Online Trainings

Click [HERE](#) for a comprehensive list of the available trainings.



**NCWorks Training Center Online Training**

Click Any Online Training to Show or Hide Details

### Recorded Online Trainings

### Interactive Online Trainings (IOT)

These Interactive Online Trainings are designed for a group setting. The coach can be anyone - a manager or a peer. They may also be beneficial for individual viewers.

Each training consists of recorded content and interactive learning concepts. Prior to watching the recording, please read the handout.

For assistance, email [ncwtc@nccommerce.org](mailto:ncwtc@nccommerce.org)

### Recorded Online Trainings

#### Career Advising - Resources for Job Seekers

Financial Literacy



[View Now](#)

Legal Aid of NC



[View Now](#)

#### Career Advising - Resumes

Opening Doors with Your Resume: Pulling It All Together



[View Now](#)

#### Career Advising - Young Adults

Inspiring Young Adults: Career Information



[View Now](#)

Inspiring Young Adults: Help Discover Their Passion



[View Now](#)

Inspiring Young Adults: Hot Jobs of the Future



[View Now](#)

Inspiring Young Adults: The Big Bang Theory



[View Now](#)

Inspiring Young Adults: Surprises, Current-Future Job Market



[View Now](#)

Part 1 - Inspiring Young Adults: Keeping Kids Out of Trouble



[View Now](#)

Part 2 - Inspiring Young Adults: Keeping Kids Out of Trouble



[View Now](#)

Part 3 - Inspiring Young Adults: Keeping Kids Out of Trouble



[View Now](#)

#### Diversity and Inclusion



Courses/Events

Online Trainings

Welcome To Workforce

My Training Record

My Profile

Registration Guidelines

Lodging

Welcome!

TRAINING

The site

Is your

update

FROM: Team, NCWTC

SUBJECT: Confirmation - 4/3/2019 - Facilitating Career Development

## Confirmation of Registration Facilitating Career Development

4/3/2019 - 4/4/2019 and 8/1/2019

9:00am - 4:00pm

Registration begins 30 minutes prior to start time.

NCWorks Training Center - Coastal Room  
313 Chapanoke Rd, Suite 140  
Raleigh, NC 27603  
(919) 814-0399

### Directions:

From I-40, take the Hammond Road Exit (#299). Turn southward on Hammond Road (towards Garner), and travel approximately 1 mile. Turn right onto Chapanoke Road (State Employees' Credit Union is on the corner). 313 Chapanoke is a light pink building on the left. The entrance to suite 140 is at the front of the building.

### Payment Instructions:

- Full payment of \$575.00 is due by March 13, 2019. Please contact [nona.stell@nccommerce.com](mailto:nona.stell@nccommerce.com) with issues related to late payments.
- Payments must be made by check or money order. \*\*We are unable to accept credit cards.
- Make payable to: NC Dept of Commerce/Workforce (FEID# 45-5336839)
- Mail to: MSC 4351, Raleigh, NC 27699-4351.
- If an invoice is needed to process payment please email a request for an invoice to: [nona.stell@nccommerce.com](mailto:nona.stell@nccommerce.com).

Receipts are available online! You now have the convenience of printing your receipt online once payment is received. Simply visit [www.ncworkforcetraining.com](http://www.ncworkforcetraining.com), use your login credentials, click on the My Course Summary tab, and click the Print Receipt button located next to the course title.



# Face-to-Face Training







# LMI Buried Treasures: Unearthing the Mysteries

Choose the date below that best fits your schedule.

## BASIC

**May 13 or 20**  
**1pm—4pm**

NCWorks Training Center  
Raleigh

## INTERMEDIATE

**May 14 or 21**  
**9am—12pm**

NCWorks Training Center  
Raleigh

**Registration is free!**

**Register now at:**

[www.ncworkforcetraining.com](http://www.ncworkforcetraining.com)

*Additional training dates coming this summer!*

Join a *Basic* or *Intermediate* Labor Market Information session to hear more about foundational concepts and definitions. The goal is to help direct service providers become familiar with LMI definitions and data, and to effectively use this information when working with job seekers and employers. While designed for the beginner, everyone can benefit from the information provided.

Join us for these half day sessions to learn more!



### In the Basic Session, You'll Learn:

- LMI Basics
- LMI Resource Review
- Finding and Using LMI Basic Concepts
- NCCareers.org Intro

### The Intermediate Session includes:

- ♦ Additional Industry Sources
- ♦ Additional Occupational Sources and Preparing for Jobs of the Future
- ♦ Regional Demographic Trends
- ♦ Common Follow-Up System and NC Tower
- ♦ Commuting Patterns

### **Presented By:**

Jeff Rosenthal, Labor and Economic Analysis Division,  
NC Department of Commerce



NCWorks  
training center

Username

Password

Forgot Username/Password?

Sign in

Register

Please select a language

Find a Center

Find a Candidate

Find a Job

## NCWorks Online 101 - Employment Services Functionality

This session is intended for those within the  
Southeast Prosperity Zone only.

This training is for staff who have not attended a formalized NCWorks Online training session and it will be most beneficial for those with some familiarity with the system through normal onboarding. It will provide a basic overview of the major functions that help staff effectively assist customers and cover best practices on a wide range of system functionality. The training will be informal, with questions encouraged!

- Parking information will be included in confirmation emails prior to the session
- No food or drink is allowed in the computer lab
- There will be a 1-hour break for lunch

**June 28, 2019**

**8:45am — 4:00pm**

Cape Fear Community College  
Union Station Building  
Lab U-342  
502 N. Front Street  
Wilmington, NC 28401

Registration required at:  
[ncworkforcetraining.com](http://ncworkforcetraining.com)

**COUPON CODE:**  
**NCW628F**



# Career Credentials





# Facilitating Career Development

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- ✓ 120-hour course focused on developing the skills and knowledge necessary to help others plan careers and obtain meaningful work
- ✓ Who should sign up?
- ✓ Emphasized by leadership





# A Leadership Development Initiative of *NCWorks*

- ✓ New initiative for core staff
- ✓ 6 two-day sessions over 6 months
- ✓ 2 cohorts of 20 each program year
- ✓ Initial focus on current managers





## ***NCWorks Training Champions***

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- ✓ 28 local staff have completed
- ✓ Encourages professional development with your teams
- ✓ Competency-based certification is a combination of classroom training & hands-on practice

**37,963**

**Online  
Training  
Views**

**14,613**

***Welcome  
to  
Workforce  
Views***

**3,131**

**Face-to-  
Face  
Trained**

**55,707**

**YEAR  
END  
TOTALS**





## Why We're Successful

- ✓ Part of the system
- ✓ Have the inside track on initiatives
- ✓ Empowered by leadership
- ✓ Proven credibility, commitment, capability



# 32<sup>nd</sup> NCWorks Partnership Conference



- ✓ Premier Event of the Year!
- ✓ Professional Development Opportunities
- ✓ Reenergize Staff
- ✓ Share Best Practices
- ✓ Promote Initiatives
- ✓ Bring Partners Together
- ✓ Build Networks

# WORKFORCE DEVELOPMENT ACRONYMS

CTE	Career and Technical Education
DES	Division of Employment Security
DHHS	Department of Health & Human Services
DSS	Department of Social Services
DWS	Division of Workforce Solutions
EEO	Equal Employment Opportunity
ESL	English as a Second Language
FLG	Finish Line Grant
GED	General Equivalency Diploma
ISD	Integrated Service Delivery
JVSG	Jobs for Veterans State Grants
LEAD	Labor & Economic Analysis Division
LEP	Limited English Proficiency



# WORKFORCE DEVELOPMENT ACRONYMS

<b>LMI</b>	<b>Labor Market Information</b>
<b>MSFW</b>	<b>Migrant and Seasonal Farm Workers</b>
<b>OJT</b>	<b>On-the-Job Training</b>
<b>SNAP</b>	<b>Supplemental Nutrition Assistance Program</b>
<b>STEM</b>	<b>Science, Technology, Engineering &amp; Math</b>
<b>TANF</b>	<b>Temporary Assistance for Needy Families</b>
<b>UI</b>	<b>Unemployment Insurance</b>
<b>VR</b>	<b>Vocational Rehabilitation</b>
<b>WBL</b>	<b>Work-Based Learning</b>
<b>WDB</b>	<b>Workforce Development Board</b>
<b>WIOA</b>	<b>Workforce Innovation and Opportunity Act</b>
<b>WP</b>	<b>Wagner-Peyser</b>



# Conference Planning



- ✓ Planning Committee
- ✓ 3 General Sessions
- ✓ 60 Breakout Sessions/Workshops
- ✓ Governor's Initiatives
- ✓ Networking Activities
- ✓ Conference is Self-Sustaining



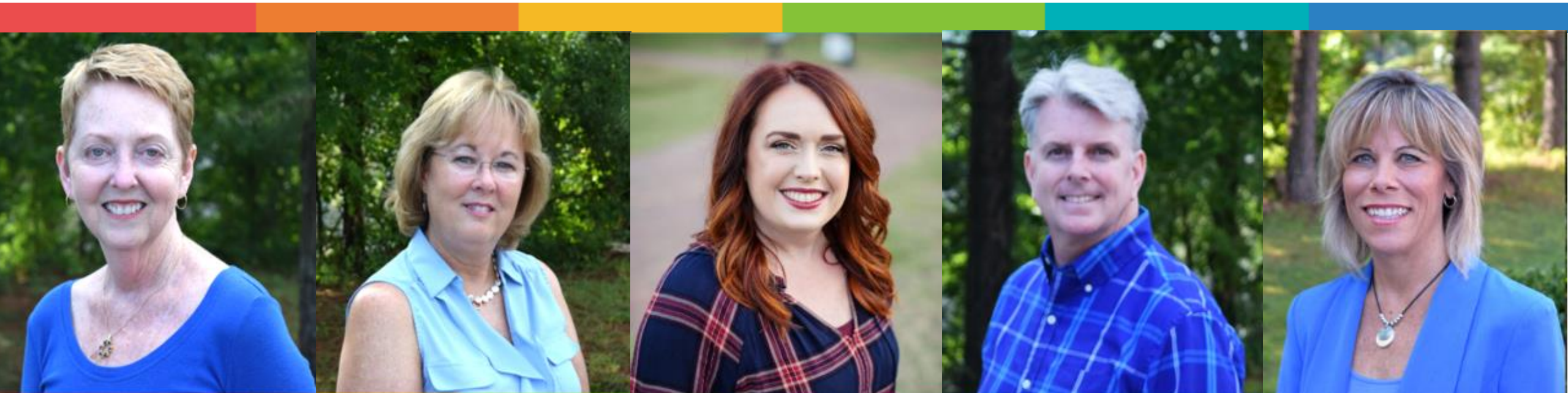




# Governor's NCWorks Awards of Distinction

- ✓ Awards banquet
- ✓ 6 categories – Outstanding Participants and Businesses
- ✓ Inspiring stories





Gene Scott

Robbin Broome

Nona Stell

Jonathan Snow

Colette Trombley

# NCWorks Training Center Staff



# Questions





# Thank You!

We invite you to join us at the  
NCWorks Training Center and  
participate in our learning opportunities.

**[ncwtc@nccommerce.com](mailto:ncwtc@nccommerce.com)**

**(919) 814-0399**

**[www.ncworkforcetraining.com](http://www.ncworkforcetraining.com)**

